JOB TITLE:	NETWORK COORDINATOR
DIVISION	TECHNOLOGY
SALARY SCHEDULE/GRADE:	II, GRADE 7
WORK YEAR:	AS APPROVED BY THE BOARD
FLSA STATUS:	EXEMPT
JOB CLASS CODE:	8569
BARGAINING UNIT:	CLAP

REVISED: Submitted:

01/18/2025   12/17/2024

SCOPE OF RESPONSIBILITIES

Maintains the computing environment by identifying network requirements, installing upgrades/updates, and monitors network and IPT performance. Provides daily technical support for identifying, troubleshooting and resolving data and voice network issues. Works closely with the network and infrastructure services teams to ensure network uptime and ensures all network equipment are updated/upgraded and backed up as per industry-standard best practices. Assists network engineer and other team members in identifying and mitigating risks and vulnerabilities.

PERFORMANCE RESPONSIBILITIES & EVALUATION CRITERIA

Establishes LAN/WAN network specifications according to established policies and procedures by analyzing workflow, access, information, and security requirements

Maintains network performance by performing network monitoring, analysis, and performance tuning; troubleshoots and resolves network problems utilizing appropriate analytical tools and test equipment; escalates problems to vendor; follows ITIL standards and established SLAs to conduct root-cause analysis of events and coordinates with vendor tickets to ensure complete issue resolution

Administers and configures routers and related equipment including interface configuration and routing protocols

Secures the network by developing network access, monitoring, control, and evaluation, and is available on call 24 hours a day, seven days a week

Assists the network engineer in the creation and maintenance of the network documentation and follows enterprise change control methodologies to affect necessary changes to the network infrastructure

Upgrades the network by conferring with vendors and team members; develops, tests, evaluates, installs enhancements, and communicates effectively and promptly with the team, internal and external customers and vendors

Protects the organization's value by keeping information confidential and assists end-users in data/network security related matters

Accomplishes organization goals by accepting ownership for accomplishing new and different requests and explores opportunities to add value to job accomplishments

Keeps abreast of emerging trends and threats and implements appropriate mitigation measures; stays current on certifications by successfully completing updated certification exams

Evaluated staff as assigned

Completes all trainings and other compliance requirements as assigned and by the designated deadline

Performs other duties as assigned by supervisor

Regular, predictable performance is required for all performance responsibilities

This position requires collaboration, customer support, and team interaction

PHYSICAL DEMANDS

This position requires the following physical activities rarely (up to 25% of the workweek): balancing, bending, climbing, crawling, crouching, driving, kneeling, and reaching. The following physical activities are required occasionally (up to 50% of the workweek): lifting up to 20 lbs., pulling up to 20 lbs., pushing up to 20 lbs., standing, and walking. Feeling, grasping, hearing, and talking are required frequently (up to 75% of the workweek). Repetitive motions and visual acuity are required constantly (up to 100% of the workweek).

MINIMUM QUALIFICATIONS

Associate's degree or one (1) year demonstrable experience supporting infrastructure, preferably in a mid to large organization

Excellent written and oral communication skills coupled with thorough knowledge of enterprise networking methodologies and protocols including configuring and managing enterprise network equipment.

A current, relevant, and industry-recognized certification or ability to complete department-designated and department- paid certification(s) within twelve (12) months of hire

DESIRABLE QUALIFICATIONS

Bachelor's degree

Experience leading a team of network support staff.

Experience in enterprise LAN/WAN design and network security

Experience in a diverse workplace